

**BIRCH, STEWART, KOLASCH & BIRCH, LLP**

**INTELLECTUAL PROPERTY LAW**

**8110 GATEHOUSE ROAD**

**SUITE 500 EAST**

**FALLS CHURCH, VA 22042-1210**

**USA**

**(703) 205-8000**

**FAX: (703) 205-8050**

**(703) 698-8590 (G IV)**

**e-mail: mailroom@bskb.com**

**web: http://www.bskb.com**

**CALIFORNIA OFFICE**

**COSTA MESA, CALIFORNIA**

SCOTT L. LOWE  
PAUL C. LEWIS  
RICHARD J. GALLAGHER  
JAYNE M. SAYDAH\*  
MARYANNE ARMSTRONG, PH.D.  
KECIA J. REYNOLDS  
ROBERT L. SCOTT, II  
KALPANA REDDY  
MARK E. OLDS  
ESTHER H. CHONG  
CATHERINE M. VOISINET\*  
EUGENE T. PEREZ

REG. PATENT AGENTS:  
FREDERICK R. HANDREN  
MAKI HATSUMI  
CRAIG A. McROBBIE  
GARTH M. DAHLEN, PH.D.  
ROBERT E. GOOZNER, PH.D.  
KRISTI L. RUPERT, PH.D.  
MATTHEW T. SHANLEY  
SUSAN W. GORMAN, PH.D.  
DAVID J. CHO  
ROBERT W. DOWNS

TERRELL C. BIRCH  
RAYMOND C. STEWART  
JOSEPH A. KOLASCH  
JAMES M. SLATTERY  
BERNARD L. SWEENEY\*  
MICHAEL K. MUTTER  
CHARLES GORENSTEIN  
GERALD M. MURPHY, JR.  
LEONARD R. SVENSSON  
ANDREW D. MEIKLE  
MARC S. WEINER  
JOE McKINNEY MUNCY  
ROBERT J. KENNEY  
JOHN W. BAILEY  
MARK J. NUEL, PH.D.  
JAMES T. ELLER, JR.  
D. RICHARD ANDERSON

**OF COUNSEL:**

HERBERT M. BIRCH (1905-1996)  
ELLIOT A. GOLDBERG\*  
WILLIAM L. GATES\*  
EDWARD H. VALANCE  
RUPERT J. BRADY (RET.)\*  
F. PRINCE BUTLER  
FRED S. WHISENHUNT  
JAMES W. HELLWEGE

\*ADMITTED TO A BAR OTHER THAN VA

Date: February 27, 2002

Docket No.: 1248-0580P-SP

Assistant Commissioner for Patents  
Box PATENT APPLICATION  
Washington, D.C. 20231

Sir:

Transmitted herewith for filing is the patent application of

Inventor(s): NAGATA, Masaya

For: SERVICE MANAGEMENT METHOD, SERVICE MANAGEMENT APPARATUS,  
SERVICE MANAGEMENT NETWORK SYSTEM, SERVICE MANAGEMENT  
PROGRAM, AND COMPUTER PROGRAM STORING THE SERVICE...

Enclosed are:

X A specification consisting of 227 pages

X 57 sheet(s) of FORMAL drawings

X An assignment of the invention - \$40.00 Recording Fee

X Certified copy of Priority Document(s)

X Executed Declaration X Original      Photocopy

     Applicant claims small entity status in accordance with 37 CFR 1.27

     Application Data Sheet in accordance with 37 C.F.R. 1.76

\_\_\_ Preliminary Amendment

\_\_\_ Information Disclosure Statement, PTO-1449 and reference(s)

\_\_\_ Other \_\_\_\_\_

\_\_\_ Applicant requests early publication

The filing fee has been calculated as shown below:

			LARGE ENTITY		SMALL ENTITY	
FOR	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
BASIC FEE	***** ***** *****	***** ***** *****	***** ***** *****	\$740.00	or	***** ***** ***** \$370.00
TOTAL CLAIMS	29 - 20 =	9	x18 = \$	162.00	or	x 9 = \$ 0.00
INDEPENDENT	23 - 3 =	20	x84 = \$1,680.00	or	x 42 = \$	0.00
MULTIPLE DEPENDENT CLAIM PRESENTED <u>no</u>			+280 = \$	0.00	or	+140 = \$ 0.00
			TOTAL \$2,582.00		TOTAL \$ 0.00	

X A check in the amount of \$2,622.00 to cover the filing fee and recording fee (if applicable) is enclosed.

\_\_\_ Please charge Deposit Account No. 02-2448 in the amount of \$\_\_\_\_\_. A triplicate copy of this transmittal form is enclosed.

\_\_\_ No fee is enclosed.

Please send correspondence to:

BIRCH, STEWART, KOLASCH & BIRCH, LLP or Customer No. 2292  
P.O. Box 747  
Falls Church, VA 22040-0747  
Telephone: (703) 205-8000

If necessary, the Commissioner is hereby authorized in this, concurrent, and future replies, to charge payment or credit any overpayment to Deposit Account No. 02-2448 for any additional fees required under 37 C.F.R. 1.16 or under 37 C.F.R. 1.17; particularly, extension of time fees.

Respectfully submitted,

BIRCH, STEWART, KOLASCH & BIRCH, LLP

By

TERRELL C. BIRCH

Reg. No. 19,382

P. O. Box 747

Falls Church, Virginia 22040-0747

(703) 205-8000

TCB/sll